

The IT failure had an impact on operational performance. This is very difficult to quantify, but affected overall closure rates negatively. We also lost three days of calls to the helplines. We anticipate that we can catch this work up by the end of July.

There was a dip in output on DP and FOI closures. These cases are closed in the Performance Improvement Department (PID) which is running with a high number of vacancies. As these are filled, it creates a lot of work training new staff. More new staff will be starting in quarter two. However, the department continues to keep on top of its caseload and is meeting its target of closing over 90% of cases within 6 months of receipt. PID has also been expanded as work and staff were transferred from Customer Contact and is beginning work on self-reported incidents.

The area hardest hit by the technical problems was providing written advice. They also create new cases on the system and lost virtually one week's output. The team's caseload doubled, although it is still within the service standard at the moment.

Simon Entwisle

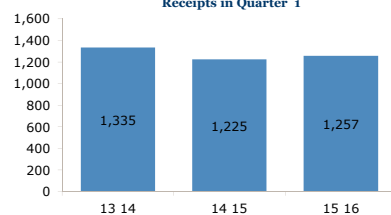
FOI complaint casework

July 2015 - Quarter 1

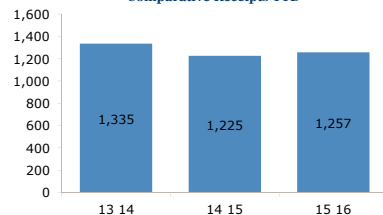
Received

	2014/15	2015/16
Quarter 1	1,225	1,257
Quarter 2	1,217	
Quarter 3	1,200	
Quarter 4	1,339	
Total	4,981	1,257

Receipts in Quarter 1



Comparative Receipts YTD

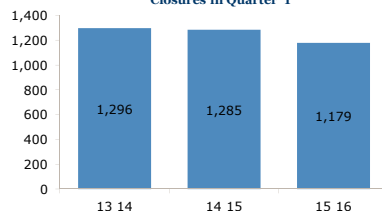


2.6%

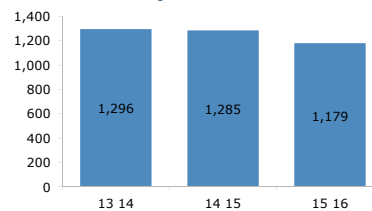
Closed

	2014/15	2015/16
Quarter 1	1,285	1,179
Quarter 2	1,318	
Quarter 3	1,232	
Quarter 4	1,237	
Total	5,072	1,179

Closures in Quarter 1

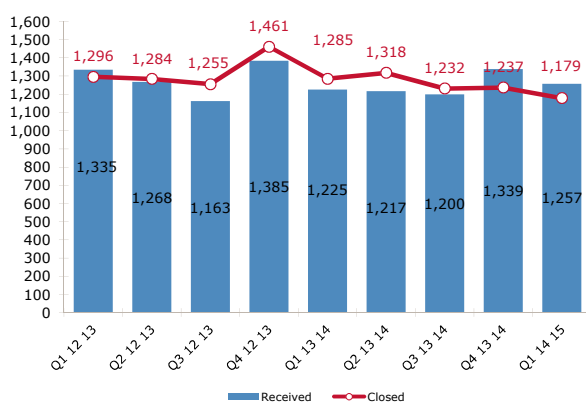


Comparative Closures YTD



-8.2%

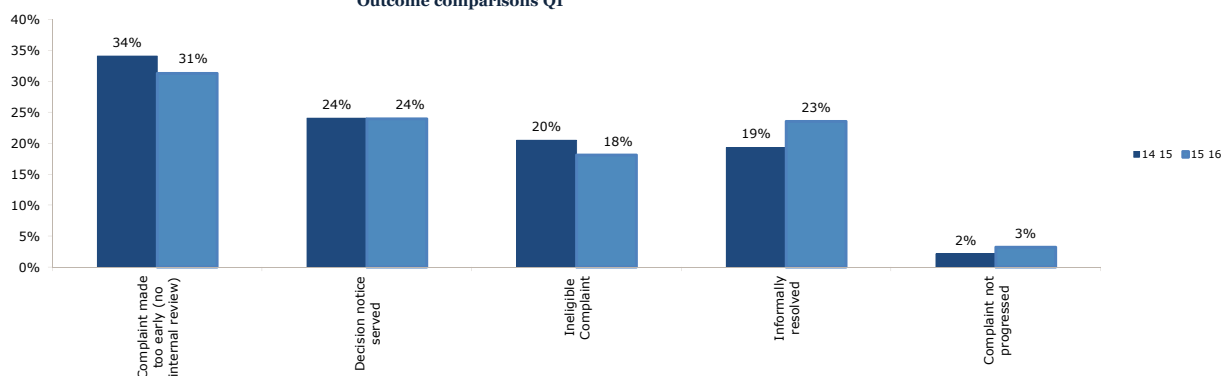
Receipt & Closures by Quarter



FOI and EIR Complaints - Age profiles of finished casework

Age profile	Q1	%
0 - 30 days	619	53%
31 - 90 days	274	23%
91 - 180 days	221	19%
181 - 270 days	52	4%
271 - 365 days	13	1%
Total	1,179	100%

Outcome comparisons Q1



Decision Notices Served

	2014/15	2015/16
Quarter 1	309	282
Quarter 2	365	
Quarter 3	314	
Quarter 4	317	
Total	1,305	282

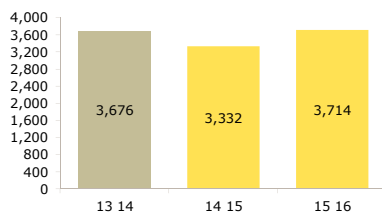
Decision Notices Served by outcome

	2014/15				2015/16			
	Not upheld	Partially upheld	Upheld	Total	Not upheld	Partially upheld	Upheld	Total
Quarter 1	184	43	82	309	173	26	83	282
Quarter 2	236	55	74	365				
Quarter 3	196	46	72	314				
Quarter 4	193	45	79	317				
Total	809	189	307	1,305	173	26	83	282

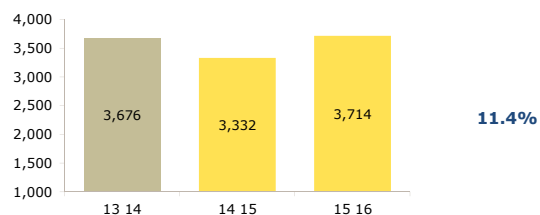
Received

	2014/15	2015/16
Quarter 1	3,332	3,714
Quarter 2	3,525	
Quarter 3	3,475	
Quarter 4	3,936	
Total	14,268	3,714

Receipts in Quarter 1



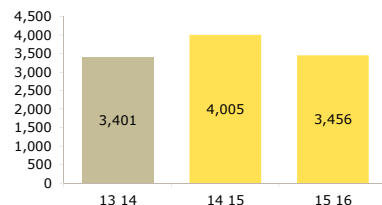
Comparative Receipts YTD



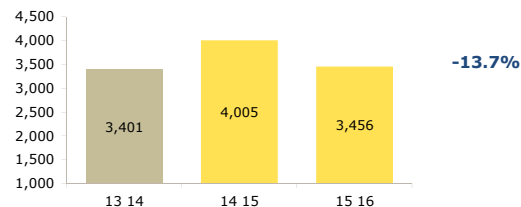
Closed

	2014/15	2015/16
Quarter 1	4,005	3,456
Quarter 2	3,609	
Quarter 3	3,602	
Quarter 4	3,836	
Total	15,052	3,456

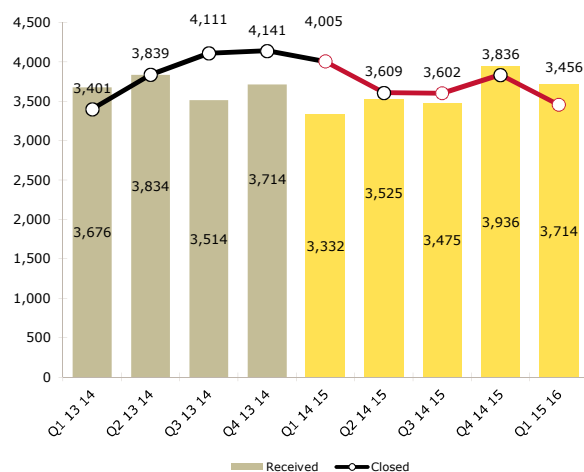
Closures in Quarter 1



Comparative Closures YTD



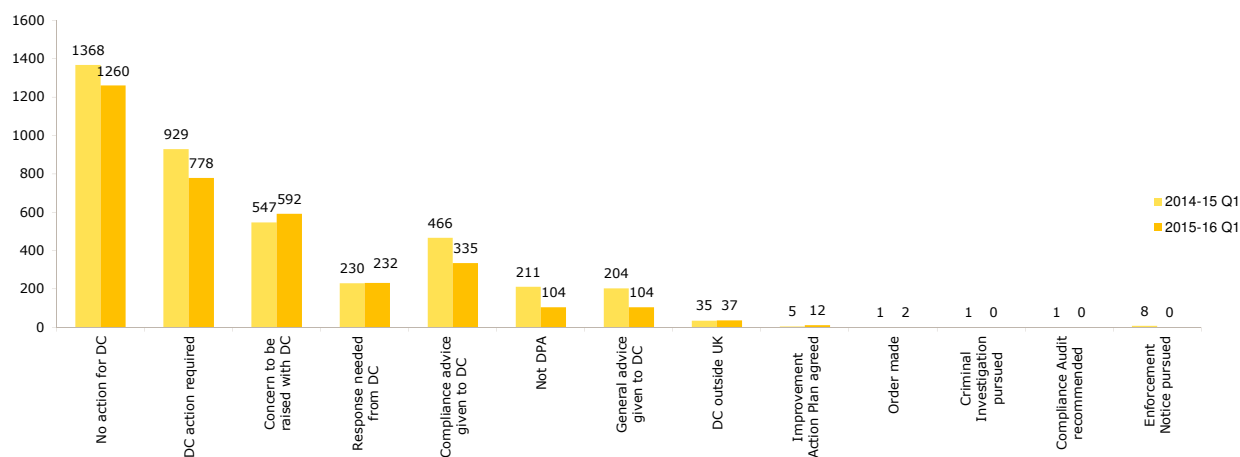
Receipts and Closures by Quarter



DP concerns - Age profiles of finished casework

Age profile	Q1	%
0 - 30 days	2,434	70.4%
31 - 90 days	832	24.1%
91 - 180 days	129	3.7%
181 - 270 days	51	1.5%
271 - 365 days	7	0.2%
Over 1 Year	3	0.1%
Total	3,456	100%

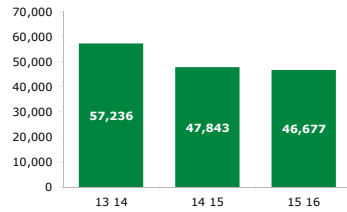
Outcomes comparisons concerns finished in Q1



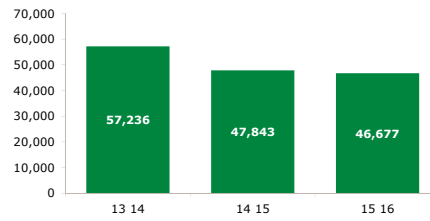
Concerns reported

	2014/15	2015/16
Quarter 1	47,843	46,677
Quarter 2	50,609	
Quarter 3	43,778	
Quarter 4	37,958	
Total	180,188	46,677

Concerns reported in Quarter 1



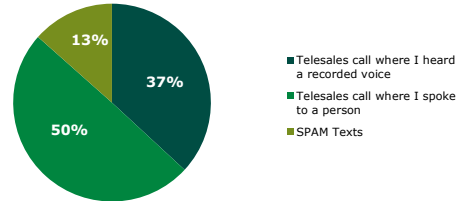
Comparative concerns reported YTD



Nature of telesales and SPAM texts reported

	2014/15			2015/16		
	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts
Quarter 1	22,105	18,635	6,830	17,057	22,992	6,219
Quarter 2	26,237	18,170	5,925			
Quarter 3	19,368	19,085	5,008			
Quarter 4	12,478	19,192	5,917			
Total	80,188	75,082	23,680	17,057	22,992	6,219

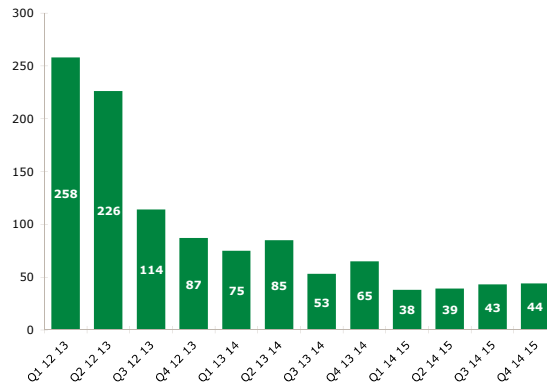
Nature of telesales and SPAM texts reported Q1



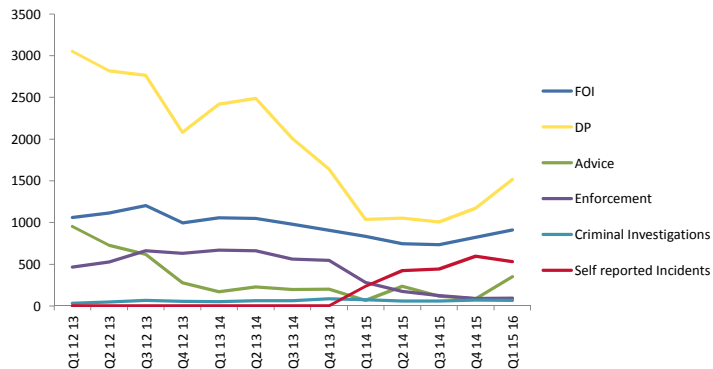
Cookie concerns reported

	2014/15	2015/16
Quarter 1	38	57
Quarter 2	39	
Quarter 3	43	
Quarter 4	44	
Total	164	57

Cookie concerns reported



Caseload trend



Case types can change as work is progressed, which means work can move between caseloads.
reported incidents were recorded as Enforcement cases prior to April 2014.

*Some self

FOI and EIR Complaints - Age profiles

Age profile	Caseload Q1	%
0 - 30 days	333	37%
31 - 90 days	298	33%
91 - 180 days	226	25%
181 - 270 days	40	4%
271 - 365 days	13	1%
Over 1 Year	1	0%
Total	911	100%

DP Concerns - Age profiles

Age profile	Caseload Q1	%
0 - 30 days	1,008	66%
31 - 90 days	333	22%
91 - 180 days	141	9%
181 - 270 days	27	2%
271 - 365 days	6	0%
Over 1 Year	3	0%
Total	1,518	100%

Written advice - age profile

Age profile	Caseload Q1	%
0 - 30 days	345	99%
31 - 90 days	5	1%
Total	350	100%

Self reported Incidents - age profile

Age profile	Caseload Q1	%
0 - 30 days	155	29%
31 - 90 days	120	23%
91 - 180 days	159	30%
181 - 270 days	55	10%
271 - 365 days	25	5%
Over 1 Year	16	3%
Total	530	100%

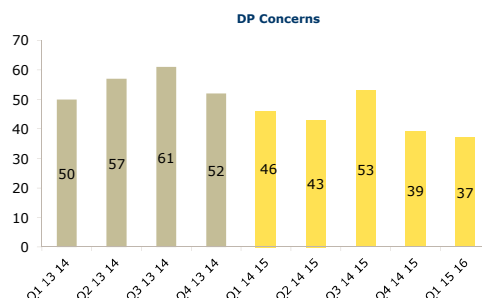
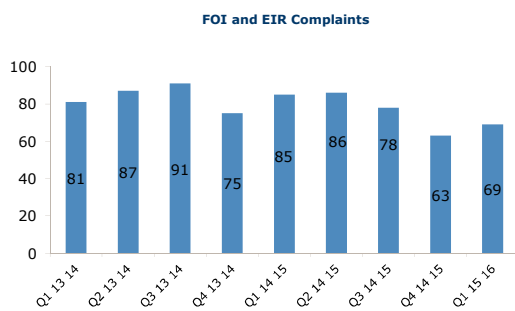
Enforcement - age profile

Age profile	Caseload Q1	%
0 - 30 days	17	18%
31 - 90 days	22	23%
91 - 180 days	16	17%
181 - 270 days	4	4%
271 - 365 days	3	3%
1yr - 2yr	29	31%
Over 2 yr	4	4%
Total	95	100%

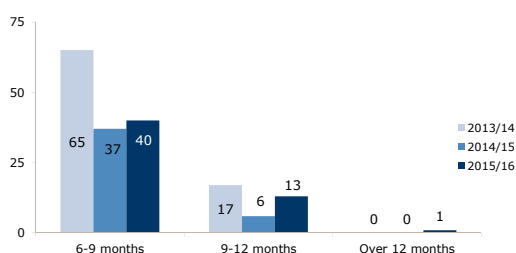
Criminal Investigations - age profile

Age profile	Caseload Q1	%
0 - 30 days	13	20%
31 - 90 days	26	39%
91 - 180 days	9	14%
181 - 270 days	4	6%
271 - 365 days	0	0%
1yr - 2yr	6	9%
Over 2 yr	8	12%
Total	66	100%

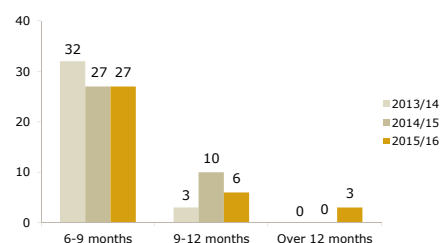
Average age of caseload in days at end of each quarter



FOI and EIR Complaints over 6 months old



DP Concerns over 6 months old

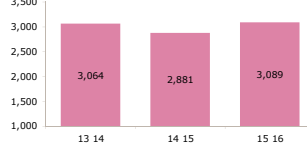


Written advice casework received

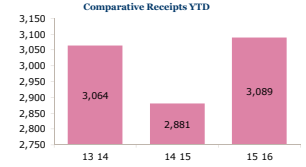
	2014/15	2015/16
Quarter 1	2,881	3,089
Quarter 2	3,003	
Quarter 3	2,781	
Quarter 4	3,189	
Total	11,854	3,089

Written advice

Receipts in Quarter 1



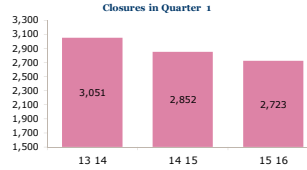
Comparative Receipts YTD



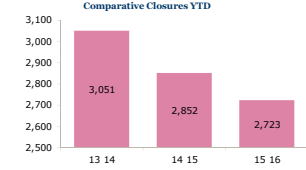
Written advice casework closed

	2014/15	2015/16
Quarter 1	2,852	2,723
Quarter 2	2,716	
Quarter 3	2,856	
Quarter 4	3,094	
Total	11,518	2,723

Closures in Quarter 1



Comparative Closures YTD



Helpline advice

Helpline calls received

	2014/15	2015/16
Quarter 1	54,749	48,810
Quarter 2	49,217	
Quarter 3	46,671	
Quarter 4	54,241	
Total	204,878	48,810

Helpline calls answered

	2014/15	2015/16
Quarter 1	52,170	46,507
Quarter 2	46,933	
Quarter 3	44,714	
Quarter 4	51,614	
Total	195,431	46,507

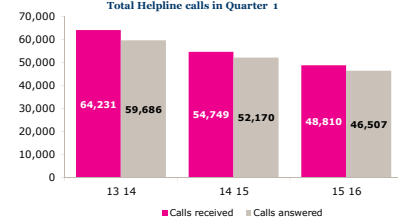
% calls answered

	2014/15	2015/16
Quarter 1	95%	95%
Quarter 2	95%	
Quarter 3	96%	
Quarter 4	95%	
Total	95%	95%

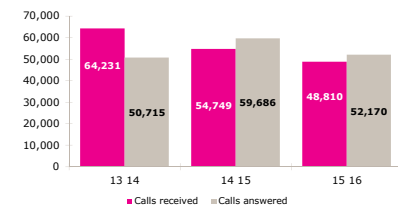
Average wait time

	2014/15	2015/16
Quarter 1	61	47
Quarter 2	61	
Quarter 3	47	
Quarter 4	49	
Average Wait YTD	54	47

Total Helpline calls in Quarter 1



Comparative total calls YTD



Helpline calls YTD

	2014/15	2015/16
Received	204,878	48,810
Answered	195,431	46,507
% Answ'd	95%	95%

Registration fee income

Fee income received

	2014/15	2015/16
Quarter 1	£3,993,100	£4,158,471
Quarter 2	£4,272,808	
Quarter 3	£4,300,793	
Quarter 4	£4,952,713	
Total	£17,519,414	£4,158,471

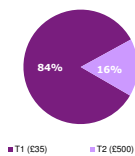
Registration Fee Income for Quarter 1



Comparative fee income YTD



Fee income received in Q1 by fee tier

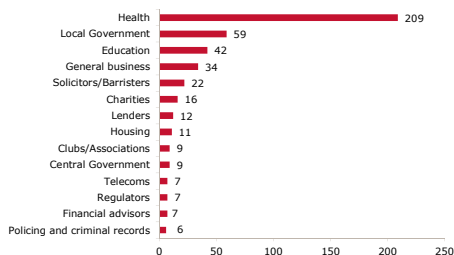


Self reported Incidents

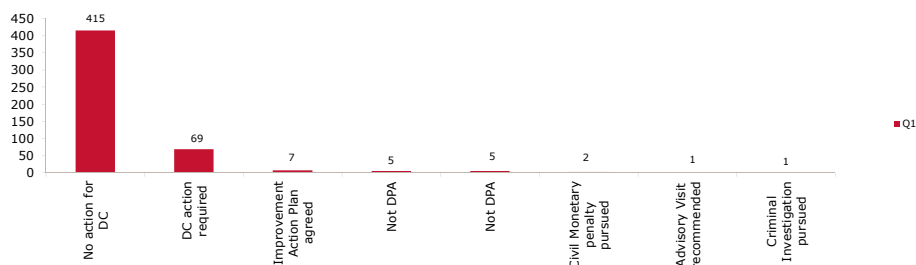
Received		
	2014/15	2015/16
Quarter 1	441	453
Quarter 2	411	
Quarter 3	404	
Quarter 4	421	
Total	1,677	453

Closed		
	2014/15	2015/16
Quarter 1	206	505
Quarter 2	219	
Quarter 3	390	
Quarter 4	266	
Total	1,081	505

Sectors generating most self reported incidents YTD



Outcomes YTD



Enforcement and Criminal Investigations

Enforcement

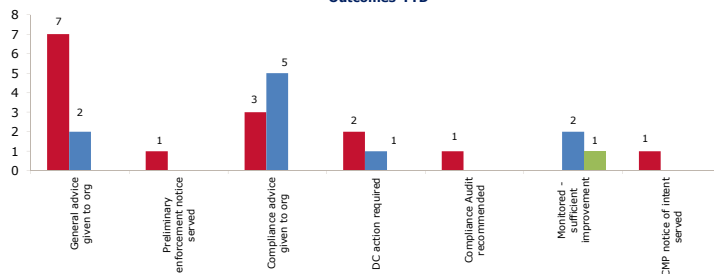
		Received			Finished		
		Data Protection	PECR	FOI and EIR	Data Protection	PECR	FOI and EIR
2014/15	Quarter 1	9	23	3	249	22	2
	Quarter 2	7	13	5	100	26	4
	Quarter 3	5	14	0	41	27	1
	Quarter 4	9	12	4	36	19	4
Total		30	62	12	426	94	11
2015/16	Quarter 1	6	39	0	23	11	1
	Quarter 2						
	Quarter 3						
	Quarter 4						
Total		6	39	0	23	11	1

*The number of cases with an Enforcement case type has fallen as anticipated since the introduction of Project Eagle. Cases are now recorded under the most appropriate case type such as DP concern / Self reported incident. The Enforcement case type is used for the consideration of Enforcement action.

Sectors generating most Enforcement cases YTD



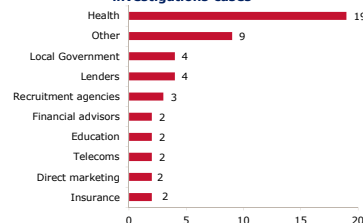
Outcomes YTD



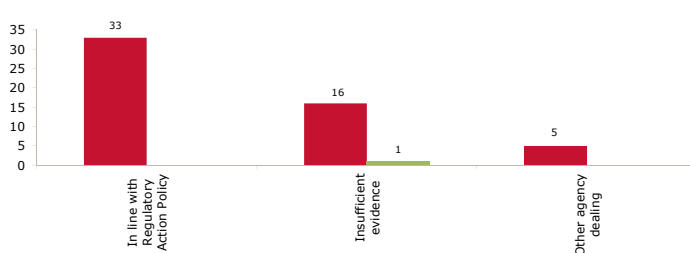
Criminal Investigations

		Received			Finished		
		Data Protection	PECR	FOI and EIR	Data Protection	PECR	FOI and EIR
2014/15	Quarter 1	57	0	2	62	0	2
	Quarter 2	38	0	2	55	0	1
	Quarter 3	46	0	0	47	0	1
	Quarter 4	57	0	2	46	0	1
Total		198	0	6	210	0	5
2015/16	Quarter 1	55	0	0	57	0	1
	Quarter 2						
	Quarter 3						
	Quarter 4						
Total		55	0	0	57	0	1

Sectors generating most criminal investigations cases



Outcomes YTD



Cases closed with a notice, caution or prosecution

2015-16	Quarter 1			Quarter 2		Quarter 3		Quarter 4		Total
	Data Protection	PECR	FOI	Data Protection	PECR	Data Protection	PECR	Data Protection	PECR	
Undertaking served	12									12
Enforcement notice served	1		1							2
Prosecuted	1									1
Caution served	2									2
CMP served	1									1

